
CENTRAL REGIONAL COUNCIL ON WORKFORCE SERVICES
Department of Workforce Services
1385 South State Street, Salt Lake City, Utah
Monthly Meeting Minutes
Thursday, February 24, 2005
12:30 p.m.

Presiding: Greg Diven, Chair

Present: Ron Andersen, Kent Anderson, Allan Ayoub, Jennifer Carroll, Jane Reister Conard, Charles Daud, Linda Fife, Stephanie Frohman, Norm Fitzgerald, Bev Graham, Tony Gomez, Sandra Hemmert (for Dr. Stephen Ronnenkamp), John Hill, Paul Jackson, Commissioner Colleen Johnson, Douglas Johnston, Nancy Malecker, Jill Merritt, Jon Pierpont, Kevin Schofield, Karen Silver, Kerry Steadman, Russ Thelin, Ali Wilkinson, Julie Zimmerman

Absent: Louie Silveira, Melva Sine

Excused: Councilman Jim Bradley, Edie Fauver (volunteer), Representative Brent Goodfellow, Todd Henriksen, Akilah Messado (volunteer), Dr. Stephen Ronnenkamp, Steven Rosenberg

Guests: Tani Downing-DWS Executive Director, Bob Haywood-Dept. of Human Services, Judy Lawson-Unaffiliated, Chris Love-DWS Deputy Director, John Nixon-DWS Deputy Director

Staff: Cindy Adams, Karla Aguirre, Sandra Allen, Sherrill Chapman (for Kim Auberger), Leno Franco, Steve Leyba, Diane Lovell, Brad Newsome, Mary Peterson, Yvette Woodland

Call to Order & Announcements

Chairman Greg Diven called the meeting to order at 12:30 pm.

- Mr. Diven began the meeting by introducing Tani Downing, newly appointed Executive Director for the State of Utah DWS.

Tani Downing shared her prior experience with the department, which included Chair of the Workforce Appeals Board working with the Unemployment Insurance appeals, the department's General Counsel and Director of the Division of Adjudication for approximately three years. Ms. Downing stated that she wants to become more familiar with the many DWS programs. She also shared her appreciation for the Council, the great service it provides and that she wants to get to know everyone better.

Chris Love, Deputy Director was introduced and shared that he has been with the department for 30 years, mostly serving in the Unemployment Insurance arena. Mr. Love will be responsible for the Unemployment Insurance Program as well as operations in the Regions. He expressed a desire to become more familiar with the Council and its role.

John Nixon, Deputy Director introduced himself and noted that he will be responsible for the Administrative and Policy functions of the department as well as Workforce Development. Mr. Nixon expressed his excitement for this new opportunity and expressed his appreciation to the Council members for the work they do.

Tani Downing next asked everyone in attendance to introduce themselves. After roundtable introductions, Ms. Downing recognized Jon Pierpont and commented on the emails she has received from Council members regarding his excellent performance. She went on to say that she feels very good about the work Jon is doing in Central Region and wants to see him continue in his role and also “cross pollinate” his efforts into other regions.

Ms. Downing then fielded a few questions from Council members. She promised to get back to Jane Conard and the Council on previous questions relating to the process for electing Regional Council Chairs.

- Greg Diven recognized Bob Haywood, Department of Human Services and a member of the State Council. Mr. Haywood indicated the Human Services vacancy on the Council would be filled in the near future.
- Cindy Adams, Intake Manager for the Central Region Eligibility Center provided a handout summarizing recent accomplishments of her unit, including: customer statistics, timeliness, accuracy and applications. Ms. Adams noted that January 2005 proved to be an outstanding month for the region in regards to timely application approvals and denials. The total accuracy for all programs reached an all time high of 94%. Ms. Adams went on to say that one of the initiatives currently being piloted is telecommuting. There are 10 staff currently involved. The expectation is that they will each carry an additional 20% on their caseloads. Karen Silver complimented Cindy Adams for the manner in which she has provided help to her whenever needed.
- Greg Diven informed the Council that he will be attending the National Association of Workforce Boards (NAWB) Conference in Washington, DC March 3-5 and will bring back information.
- Mr. Diven provided a brief Legislative Update indicating the DWS Reauthorization and Anti-Suta Dumping bills both passed. Mr. Diven also thanked Karen Silver for her regular updates to the Council on the Child Care Investigations legislation.

Consent Agenda

Greg Diven asked for approval of the minutes from the January 27, 2005 Regional Council Meeting and the February 10, 2005 Executive Committee Meeting. Kerry Steadman made the motion to approve the minutes as written. Norm Fitzgerald seconded the motion. All voted “Aye” with one abstention from Allan Ayoub. The motion passed.

Regional Director’s Report – Jon Pierpont

Jon Pierpont shared a handout illustrating recent accomplishments in Central Region. He reiterated that the Eligibility telecommuting pilot has proven to be very successful. Second, the Eligibility staff is doing a wonderful job of serving Supportive Service Customers. He noted that the Region reached an “all-time” record high in intake and on-going eligibility accuracy and timeliness as well as in workload volume.

Mr. Pierpont indicated that all Employment Centers are aggressively moving toward meeting WIA training targets for customer enrollments and obligations. As of February 2004, 113 customers were enrolled in WIA training as compared to 825 thus far this year. Central Region is just above 90% obligated and has been encouraged by the State to keep spending, even if funds need to be moved from other regions in the future.

During the month of February, Central Region completed its first ever Employment Counseling Edit Summit highlighting four objectives:

- Improving staff understanding of Performance Outcomes
- Improving quality case management and consistency
- Soliciting staff feedback and problem solving
- Introducing to staff a new Electronic Edit Tool

Lastly, Mr. Pierpont reported on valuable interagency partnerships in the Region, noting that outreach initiative have been co-sponsored with Utahns Against Hunger, Salt Lake County Aging and the Salt Lake Community Action Program (CAP).

Executive Committee Report & Ratification of Feb 10 Committee Action

Greg Diven reported that John Nixon, Deputy Director (former Finance Director) provided an update at the February 10 Executive Committee Meeting on Child Care Funding, Food Stamps and General Assistance Funding Requests. He also explained the legislative budget process, guidelines and timelines. Mr. Nixon thanked the Council for their support and involvement and suggested the discussion of legislative priorities be moved up to the Council’s summer (July/August) calendar. Greg Diven noted that the Agenda Management Calendar under Tab 3 reflects the calendaring of legislative priorities in July, as per John Nixon’s suggestion. Mr. Nixon invited members to contact him directly with any additional questions or further discussion.

Mr. Diven informed the Council that the Basic Needs Committee was asked to provide updates on child care as needed.

The Chairman then shared an “Agenda Report” on Training Policy that reflected the following recommendations made by the Executive Committee:

1. DWS Upgrade the UWorks management information system so that essential and timely data needed to track performance outcomes by provider and by program can be readily extracted.
2. Existing policy regarding training provider “initial eligibility” be reviewed and amended to clearly define performance and monitoring requirements and include specific conditions for provider removal from the Approved Provider List.
3. A “provisional” training provider approval category option be established at the Regional level.

Jane Reister Conard moved that the Central Region Council ratify the Executive Committee Action and forward the recommendations to the State Council and request they implement the Council’s recommendations. Kerry Steadman seconded the motion. All voted “Aye”. The motion passed.

Greg Diven also informed the Council that the Executive Committee recommended an Ad Hoc Health Care Committee be seated. Jane Reister Conard has agreed to chair the committee and the following have agreed to serve: Paul Jackson, Jill Merritt, Steven Rosenberg, Bev Graham, Nancy Malecker, Karen Silver, Jon Pierpont and Lynn Purdin, DWS Research Analyst. The first meeting is scheduled for March 11, 2005 at 10:30 am.

Ms. Conard informed the Council that the first task of the Ad Hoc Health Care Committee is select one issue to focus on within a limited timeframe. Ms. Conard hopes to report on the outcome(s) from this committee by July 1, 2005.

Committee Reports & Strategic Plan Updates

Basic Needs – Karen Silver reported that Nancy Malecker is working to get a UTA Planner to meet with the Basic Needs Committee. Ms. Silver also thanked the members who contacted legislators in support of additional child care funding.

Marketing – Kevin Schofield asked each committee to be prepared to work on action steps at the April 7, 2005 Retreat. Mr. Schofield asked that all committees assess their current goals and bring an update on goals accomplished to the next Council meeting on March 24th.

Facilities – Leno Franco reported that he and Jon Pierpont met with Tani Downing and John Nixon on February 18, 2005 to discuss the lease renewals for the Downtown Employment Center and the Eligibility Center on Vine Street. The lease for the Downtown EC will be extended for 2 ½ years and the Eligibility Center lease will be extended for 2 years. During the period of the lease extensions, policy guidance from the Governors Office regarding DWS and other state facilities will be disseminated. Research and information gathering continues regarding a future, more westerly location for the Downtown Employment Center.

A development proposal for a new southwest location is not included in the current long-term facility plan.

Training & Development – Douglas Johnston reported on three provider applications included under Tab 4 of the Council packets.

- Stevens Henager College – Request to add Respiratory Therapy Program
- Academy of Dental Careers – New Provider Application
- Heavy Equipment Training Academy – New Provider Application

Doug Johnston motioned to approve the Stevens Henager College request to add a Respiratory Therapy Program, noting the applicant should be informed that the cost exceeds the DWS training range and the length of the program is longer than most programs. Allan Ayoub seconded the motion. All voted “Aye”. The motion passed.

Allan Ayoub moved to approve the Academy of Dental Careers application as a New Provider. John Hill seconded the motion. All voted “Aye”. The motion passed.

Allan Ayoub moved not to approve the Heavy Equipment Training Academy as a New Provider due to: 1) The proposed 6-week training program is not long enough; and, 2) The provider is out of State and Utah has sufficient provider(s) that deliver this type of training. Karen Silver seconded the motion. All voted “Aye”. The motion passed.

Doug Johnston also recommended that the Central Region Training Provider Approval Process form be modified to reflect that wages should “average” \$9.00 per hour rather than “must be” \$9.00 per hour. Ms. Lovell indicated that she would modify the form accordingly.

Youth Council – Paul Jackson noted the next Youth Council meeting will be held March 21, 2005.

Executive Roundtable

Greg Diven reported the next Manufacturing Roundtable is on schedule for April 19, 2005 and will be held at the South County Employment Center. John Hill will chair this Roundtable and he is requesting a special planning meeting be held March 23rd at 9:00 am at L-3 Communications. Mr. Diven then referred to the list of priorities from the January 25th Manufacturing Roundtable. This list will be used to set the agenda for the April 19th meeting.

Chairman Diven reported on the next roundtable target industry - Automotive Services. The Executive Roundtable met with Automotive Industry representatives on February 10th. This meeting proved to be a great initial planning session with representatives from Larry H. Miller and Universal Technical Institute. Commissioner Colleen Johnson

(representing small businesses) and several education representatives also attended. The key issues/concerns expressed included:

1. The Automotive Services Industry workforce is aging and new workers are needed.
2. The perception of Automotive Services as a career needs to change for youth and their parents.
3. There is a need to promote Automotive Services as a viable lucrative career choice in both Junior High and High Schools. Perhaps more career days for students should be scheduled to include parents.
4. Those wanting a career in the Automotive Services Industry need workplace essential skills (basic skills) as well as computer skills.

The next Central Region Council Executive Roundtable meeting will be held on March 11 at 1:15 pm following the Executive Committee meeting. Continued planning for a possible May 2005 Automotive Services Roundtable will take place.

Mid-Year Performance Outcome Review – Karla Aguirre

Karla Aguirre provided a report on the Mid-Year Performance outcomes. She indicated that there are eight performance standards for WIA Adults and Dislocated Workers and for the second quarter, Central Region is meeting or exceeding performance outcome standards. Ms. Aguirre indicated that she would be willing to provide more information regarding the eight performance measures if requested.

Old Business

Kerry Steadman asked if the General Assistance, Food Stamps and Child Care bills passed. Karen Silver responded “yes – one time”.

New Business

Allan Ayoub referred to the earlier discussion on early preparation for legislative input and recommended that the Council look at Employee Contracts. These contracts currently state that if you are laid off or fired you cannot work in that particular industry for two years. This policy used to be specific to technical occupations and as currently written, it applies to brick layers, plumbers, electricians, etc. This needs to be reviewed and modified as to what should and should not be allowed. Greg Diven noted that this would be added to the Council’s 2006 legislative priority list for future discussion.

Public Comment

There was no public comment to report.

Chairman Diven asked everyone to RSVP for the April 7, 2005 Retreat. The meeting was adjourned at 2:03 pm.